

# Complaints form

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## Using this form

Please use this form if you wish to make a complaint about the police or other organisation covered by the police complaints system.

Lines marked with a \* must be completed.

## Accessibility

If you require any adjustments to support you through the complaints system, please outline these below. For example, if you have a visual impairment, you may require the police or other organisation to provide written responses in larger text.

## How your information will be handled

We have a legal requirement to pass the details of your complaint to the relevant police force. Please note, all the contents of this form (including your equality and diversity information) will be passed to the relevant police force for them to record.

If you have any concerns about your information being passed to the police, please call us on 0300 020 0096.

We will use any information you provide in accordance with our privacy notice at: [www.policeconduct.gov.uk/privacynotice](http://www.policeconduct.gov.uk/privacynotice)

## Where to send my complaint form

This form should be completed and sent to the appropriate police force/other organisation. Alternatively, you can send the form to the address below and we will pass it on to the appropriate force.

Email: [enquiries@policeconduct.gov.uk](mailto:enquiries@policeconduct.gov.uk)

Mail: IOPC, PO BOX 473, Sale, M33 0BW

# Enter your information here

## Information about who is making the complaint

\* Are you the complainant or are you making the complaint for someone else? Delete the option that does not apply to you:

- I am the complainant
- I am making the complaint for someone else (you must have the complainant's permission to do so)

## Your details

\* Title

\* First names

\* Last name(s)

\* Date of birth. Please give the day, month and year:

\* What is your preferred method of contact? Delete the options that do not apply to you:

- Email
- Post
- Phone

\* Address line 1

Address line 2

\* Town/City

County

\* Postcode

Email address

Contact number

**If you are making the complaint for someone else, please provide the following details. If you are making the complaint for yourself, you can ignore this section, or delete it completely:**

What is your relationship to the person making the complaint? Delete the options that do not apply:

- Family member
- Friend
- Legal representative
- Other (please give details)

\* I confirm the person making the complaint has given me permission to act on their behalf.

### **Complainant details**

\* Title

\* First names

\* Last name(s)

\* Date of birth. Please give the date, month and year:

\* What is the complainant's preferred method of contact? Delete the options that do not apply to them:

- Email
- Post
- Phone

\* Address line 1

Address line 2

\* Town/City

County

\* Postcode

Email address

Contact number

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## Complaint details

**\* Which police force or organisation are you complaining about?**  
(you can find a list of forces on our website)

**Tell us about the incident you are complaining about.**

When did it happen?

**\* Please give the day, month and year:**

Time from:

Time to:

**Where did the incident take place?**

This information will help the police identify the correct incident. Please provide the address of the incident (if known) or as much detail as possible to allow identification of the location e.g. name of the road, name of the area or the name of the landmarks it was near.

**Incident reference number (if you have one):**

**\* What is your complaint about?**

Please consider using the following details to describe your complaint: what your complaint is about, who was involved, if there was any damage or injury, what was said and done. This will not be your only opportunity to explain what happened. The police force or other organisation will contact you about your complaint and ask for more details.

**\* What would you like to happen as a result of your complaint? Delete any of the options that do not apply to you:**

- The individual officers or staff involved to learn from the incident
- Individuals or other organisations involved to be criminally prosecuted
- Individuals involved to face disciplinary procedures
- Police force or other organisation to apologise/acknowledge something went wrong
- Explanation from the police force or other organisation
- Police force or other organisation to return property
- Removal of information from police or other organisation systems
- Police or other organisations to review policy/procedure
- Other (please give details)
- Don't know

You can select more than one option and/or add some text here:

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## **Officer/police staff details**

**\* Do you know any details of the police officers/police staff involved in what you are complaining about? Delete the option that does not apply to you.**

- Yes
- No

If yes, please provide more details (for example, rank, number, first name, last name):

Please note, when you are contacted about your complaint you will be given further opportunity to describe any officer/staff member.

## **Witness details**

Please note, this will not be your only opportunity to describe witnesses. When you are contacted about your complaint, you will be able to describe any further witnesses.

**\* Were there any witnesses? Delete the option that does not apply to you.**

- Yes
- No

If yes, please provide more details, if known (for example, title, first name, last name, address, email address, contact number):

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## **Additional information**

Would you like to give the police or other organisation any other information? If so, write it here:

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## **Equality information**

We want to make sure that everyone has an equal chance to use and benefit from our services.

To help us ensure we continue to do this, it would help us if you could answer the following questions.

If you prefer, you can skip the question as it will not affect your complaint in any way. The information provided in this form will be used by public bodies involved in the police complaints system, including the police and IOPC.

You can find out how your personal information will be used in the privacy notices found on the website of each organisation.

## Sex

- Female
- Male
- Other
- Prefer not to say

**Is your gender different to that assigned at birth? Delete the option that does not apply to you.**

- Yes
- No
- Don't know
- Prefer not to say

**Sexual orientation. Delete the options that do not apply to you.**

- Heterosexual/straight
- Bisexual
- Gay/lesbian
- Not known
- Prefer not to say
- Other (please add details here)

**Do you have a disability? The *Equality Act 2010* defines 'Disability' as, 'a physical or mental impairment that has a substantially adverse and long-term effect on your ability to carry out normal day-to-day activities'.**

- Yes
- No
- Don't know
- Prefer not to say

## Ethnicity

- White: English/Welsh/Scottish/Northern Irish/British
- White: Irish
- White: Gypsy or Irish Traveller
- White: Roma
- White: any other white background (please describe)
- Mixed: White and Black Caribbean
- Mixed: White and Black African
- Mixed: White and Asian
- Mixed: any other mixed/multiple ethnic background (please describe)
- Asian: Indian
- Asian: Pakistani
- Asian: Bangladeshi
- Asian: Chinese
- Asian: any other Asian background (please describe)

- Black: African
- Black: Caribbean
- Black: any other Black/African/Caribbean background (please describe)
- Other: Arab
- Other: any other ethnic group (please describe)
- Not known
- Prefer not to say

### **Religious belief/faith**

- No religion
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion (please describe)
- Not known
- Prefer not to say

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### **Feedback**

We are constantly striving to improve our service. Please tell us if you have any feedback you would like to provide below:

Would you be happy to be contacted about your experience of the police complaints system? Delete the option that does not apply to you:

- Yes
- No

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### **Confirmation and completion**

By submitting this form, you are confirming the information you have provided is truthful and accurate to the best of your knowledge.



Find out how your personal information will be used by reading our privacy policy, and by accessing the websites of the other organisations involved.

**\* I confirm I agree that the information provided in this form will be used by public bodies involved in the police complaints system, including the police and IOPC.**